



Taking Part



Annual Report 2016-2017



Shropshire
Clinical Commissioning Group
Telford and Wrekin
Clinical Commissioning Group



Telford & Wrekin
COUNCIL



Changing Times, Changing Lives



Taking Part making a positive difference to over 4,000 people's lives

in 2016-2017



The right to live my life!



in Shropshire and Telford & Wrekin

Taking Part

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Trustees

A Message
from
the Trustees

Taking Part



Taking Part can call this year *'a successful year'* for making a difference to people's lives. Our strengths come from a team which adapts as the needs and concerns of our client group change. Our response to change is always shaped by the verbal and written feedback collated from clients and peer advocates who regularly provide information as our *'experts by experience'*.

This year we feel we have achieved our annually set business plan priorities of: promoting personalisation, representing, supporting, training people and influencing professionals and policy makers.

We have grown stronger working in partnership with other charity groups and increased our already excellent reputation as a charity which delivers a quality service. We have evidence of positive outcomes from a record number of people, surpassing set targets, and seen age groups ranging from children, to young adults and through to older clients.



Our staff team has achieved great successes this past year through training received and qualifications achieved as well as supporting clients to undertake valuable training and be involved in the development of training materials.

Our funding comes from local authorities, public funded commissions and other projects undertaken including workshops, research, education and training. Our monitoring reports and data collecting tools allow us to show the number of clients seen in any given period along with more details of who and where we support clients throughout the whole of Shropshire.

Taking Part, as an organisation, really does demonstrate how much preventative work we achieve and how we support clients to have more choice and control over their lives whether they obtain statutory services or not.

We have appointed a new trustee whose experience and skills are a welcome addition to the team.

We have also seen changes to the staff team.

Please enjoy reading our Annual Report which will give you more detail of our successes from April 2016 to March 2017

What We Have Done This Year

Telford & Wrekin Work

Since October 2015, Taking Part has been a delivery partner of My Choice



The Information Advice and Advocacy service for adults in Telford with care and support needs.

Phone us Monday to Friday
9.00am - 5.00pm
01952 459252

Easy Read

We provide information and advice on:

- Access to carers services
- Welfare Benefits for carers and cared for
- Community care
- Services to promote and support independence
- Personal budgets
- Support and coping strategies for dealing with long term health conditions

We will support people with a range of disabilities including:

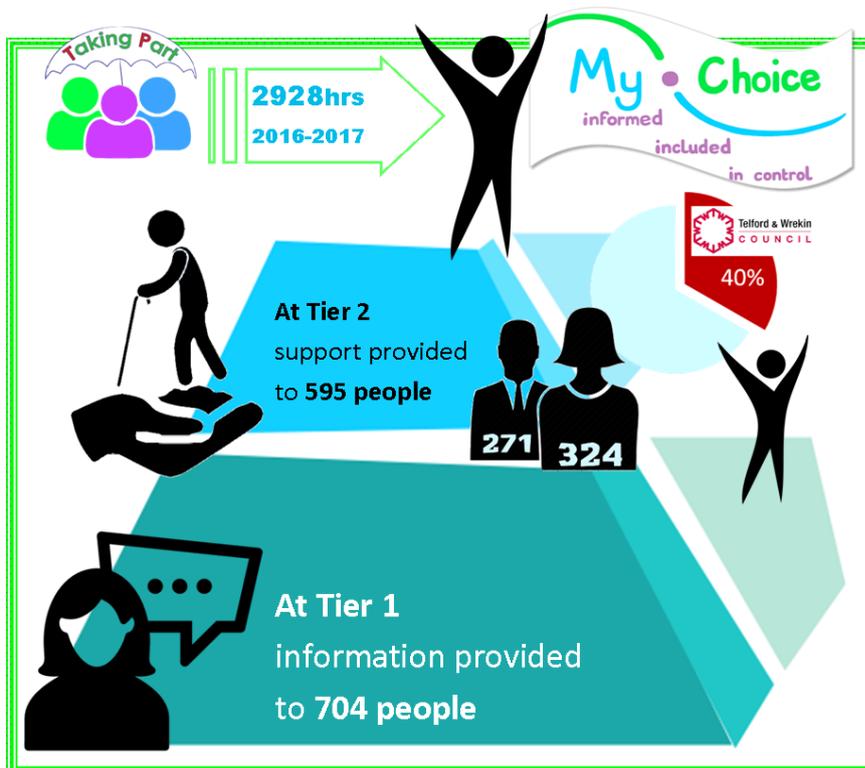
- Learning Disabilities
- Mental Health Issues
- Older People
- Sensory Impairment
- Stroke and physical disabilities

This service is provided by Telford Advice and Advocacy Alliance.

Supported by Telford and Wrekin Council

in Telford and Wrekin providing information, advice and advocacy to vulnerable clients who have health and social care needs.

Other deliver partners include Age UK, Alzheimer's Society, SIAS and Citizen's Advice Telford & Wrekin, who are also the lead body. Our work within My Choice provides different levels of information and support.



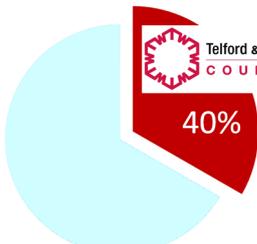
Staff time to deliver this complete service was **2928 hours** for the year from 2 part-time Information, Advice and Advocacy officers and the Chief Executive Officer.



At Tier 1 we provide general information on a range of services through giving out leaflets, phone numbers and signposting to other relevant services. We have also done a lot of promotion work of the My Choice service to a range of people and groups.



At Tier 2 we provide more specialised information and advice and also advocacy for those who need support to have their voices heard and views taken into consideration.



Telford & Wrekin COUNCIL

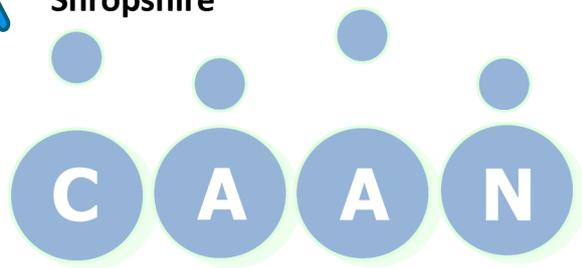
Of these **595** people supported only **237** were referred to Telford & Wrekin Adult Social Care for statutory assessments (**40%**)

Shropshire Work

Since October 2014, Taking Part has been a delivery partner for advocacy in Shropshire as part of the Community Advice and Advocacy Network (CAAN).

Other delivery partners include AgeUK, A4U, Mayfair Community Centre, PCAS and Citizen's Advice Shropshire, who are also the lead body.

Shropshire



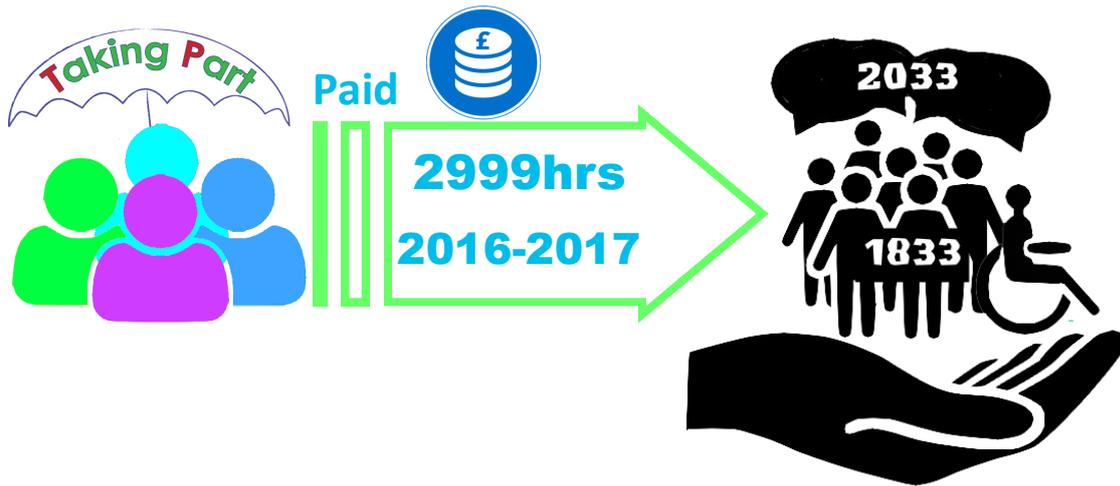
Community Advice & Advocacy Network

Delivering effective Information, Advice and Advocacy Services across Shropshire

| | | | | |
|---|---|--|---|---|
| <p>Community Advice and Advocacy Network (CAAN) is a partnership of seven Shropshire based organisations specifically set up to deliver the Shropshire Council contract for 'Information, Advice and Advocacy Services for Adults'. The five year contract started in October 2014.</p> <p>CAAN Mission: To provide access to appropriate advice and advocacy services which effectively meet the needs of people when they need it and to improve the policies and practices that affect people's lives.</p> <p>CAAN Principles & Values: To be a partnership of organisations that share, and are committed to their values, where the client is at the centre of what we do and we are respectful of each other, providing a supportive and inclusive culture.</p> <p>CAAN will also be supporting Shropshire Council in meeting its duties under the new Care Act which comes into force in April 2015.</p> | <p>As part of the contract with Shropshire Council, CAAN are developing a new advice and advocacy strategy for Shropshire which includes innovations in the way the partners work.</p> <p>For example, alongside the uniform, person-centred approach to service delivery, CAAN have an agreed approach to diagnosis across the partnership with a seamless client journey through the service, supporting independence and the exercise of choice and control.</p> <p>Jackie Jeffrey, Citizens Advice Shropshire CEO:</p> <p><i>"We aim to provide a person centred, community-focused and flexible service. That means we put the people we help at the heart of what we do."</i></p> | <p>Shropshire</p> <p>Community Advice & Advocacy Network</p> <p>Delivering a person centred, community-focused and flexible service effectively delivered by an established network of information, advice and advocacy providers.</p> <p>Bringing together a comprehensive track record in meeting the needs of diverse communities, ensuring client choice, promoting independence and achieving positive wellbeing outcomes in Shropshire.</p> <p>Funded by Shropshire Council</p> | <p>All CAAN partners have a long established history of partnership working, most recently through the advice & advocacy programme.</p> <p>SPAA is a two year project funded by the Big Lottery Advice Services Transition Fund.</p> <p>LOTTERY FUNDED</p> <p>Within SPAA, 13 advice providers are working together to be more efficient, more effective, and more enterprising in order to thrive and secure their future sustainability.</p> <p>Citizens Advice Shropshire is the leading body for both CAAN and SPAA.</p> <p>For more information regarding CAAN please contact: Jackie Jeffrey Citizens Advice Shropshire CEO ☎ 01743 284178 ✉: dpm@shropshirecab.cabnet.org.uk</p> | <p>Community Advice & Advocacy Network</p> <p>Taking Part are an independent charity providing services for people with learning difficulties across Shropshire and Telford & Wrekin. 01743 363999</p> <p>Citizens Advice Shropshire gives advice and information that helps people overcome their problems and come together to campaign on big issues when voices need to be heard. 03444 991100</p> <p>Age UK Shropshire Telford & Wrekin works with and for older people to improve their quality of later life. 01743 233123</p> <p>A4U is a Disability Advice Centre who provide free, confidential and impartial information, advice and advocacy on all aspects of disability, to people with disabilities, their families and carers as well as health and social care professionals. 01743 539201</p> <p>MAYFAIR The MAYSI Project, part of Mayfair Community Centre, supports independence through information, opportunities, practical help and Friendship. 01684 722077 / 722024</p> <p>Peer Counselling and Advocacy Service (PCAS) provide advocacy support for adults with any disability, impairment or who are over the age of 65. They help those who have a problem and need help to speak up and access the help they need. 01691 658008</p> |
|---|---|--|---|---|

From April 2016 to March 2017 we provided **2030** advocacy interventions to **1833** clients with a learning difficulty and/or autism throughout Shropshire.

Staff time to deliver this complete service was **2999** hours for the year from 3 part-time Advocacy Officers and the Chief Executive Officer.



In addition to paid staff time, **492 hours** of volunteer time was provided by self-advocates and Experts by Experience who all have learning difficulties. Based on national minimum wage this equates to £3690 from 8 clients.



Taking Part appreciates all the volunteer time our self-advocates and Experts by Experience provide to support their peers and help inform and shape the direction of Taking Part.

Changing Times, Changing Lives

Citizen Advocates

In October 2016, Taking Part also welcomed some **50 Volunteer Citizen Advocates** who have provided advocacy support to clients with learning difficulties previously under the remit of OSCA Citizen Advocacy.

Taking Part also welcomed the **2 part-time co-ordinators** who project manage these volunteers from OSCA too.

From October 2016 to April, these volunteer advocates provided **1511** hours of work which equates to **£11, 332.50** based on national minimum wage.

The 2 part-time co-ordinators provided **240 hours** of management work for the volunteer Citizen Advocacy scheme which is funded through the CAAN network.



Volunteer Citizens
advocates

1511hrs
2016-2017



Taking Part welcomed the addition of the volunteers and very much appreciate all the hard work and time they provide to their partners on a range of subjects over periods of many previous years.

Changing Times, Changing Lives

Country Wide, Regional and National Work

Care Act Advocacy

Advocacy under the Care Act (2014) must be provided by qualified Advocates. During 2016 three members of staff, Michelle, Keith and Tash started their City & Guilds Level 3 Certificate in Independent Advocacy qualification and all three passed in April 2017 with flying colours after a lot of hard work. So well done and congratulations to all of them!



This means that we now have three advocates qualified to undertake advocacy under the Care Act (2014).



From April 2016 to March 2017, we accepted 11 referrals for Advocacy under the Care Act (2014) in Shropshire.

The hours spent on this work equates to 60 hours.

For the same period in Telford we accepted 2 referrals which took 7 hours of work.



Paid Relevant Person's Representative – 'Paid Reps'

Taking Part has two members of staff who act as Paid Relevant Person's Representatives for clients who have their liberty restricted whilst living in a residential or care home.



In Telford we provide this through the My Choice service and at the end of March 2017, 14 Telford & Wrekin clients had a 'Paid Rep'.

We also provide this service for clients who live in Shropshire but are funded from other local authorities and for the same period we had four clients who had a 'Paid Rep' from Taking Part.

Independent Advice and Support Service (IASS), Shropshire

The IASS, Shropshire service is delivered by a range of partners from the voluntary sector in Shropshire; namely Taking Part, A4U and Citizen's Advice Shropshire.



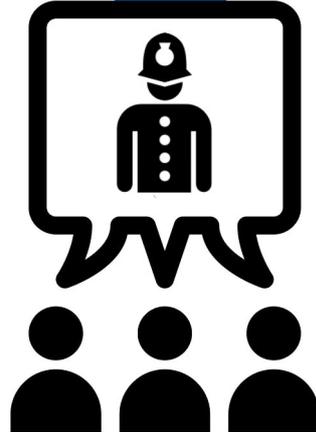
Taking Part are the

delivery partner of this service for engaging with children and young people to inform them about the IASS service.

As part of our work in this project from April 2016 to March 2016 we visited 6 youth clubs throughout Shropshire and engaged with 45 children and young people – age 10 to 17 was 27 individuals and 18 to 25 was 18 individuals.

West Mercia Police Work

Taking Part continues to support our Expert by Experience to be part of the **Disability Independent Advisory Group** for the West Midlands. From April 2016 to March 2017, Michael and Diana spent a total of 28 hours attending these regional meetings. During the same time the **Local Independent Advisory Group** was set up for Shropshire, Telford & Wrekin and a total of 33 hours were spent attending these meetings. An additional 2 hours were spent on training Police Cadets.



Michael and Diana also took part in the 'West Mercia Police Citizen's Academy'. It ran for 12 weeks between January and April 2016. This is a quote from Michael after completing this work ..

"We feel the police have really welcomed and embraced our contributions around learning disabilities and autism especially in the area of training. The Independent Advisory Group enables us to talk directly to senior police offers who are in a position to make a difference.

We advise new police recruits and cadets about what is it is like to have a learning disability and what reasonable adjustments need to be made and we have received very good feedback"



NHS England Advisory Group

In July 2016 Michael Ratcliffe was selected as a representative to be on the NHS England Advisory Group for people with Learning Disabilities and Autism.

Only 12 people were selected out of 265 applicants. From July 2016 to March 2017 Michael and Diana have spent a total 96 hours doing work for this group.

This is Michael's view of this group



“It is good NHS England have set up advisory groups to help them understand the needs of people with learning disabilities and autism.

It is so important for them to understand they still have some way to go to really make things better. The Advisory Group does mean we do have a platform to keep them focused on our issues.”

Short Breaks

Moving and Grooving During 2016/2017 Taking Part were lucky enough to obtain funding again for Moving and Grooving at the Sports Village Leisure Centre in Shrewsbury as part of the 'All In' Programme of activity for disabled children. During this year, Taking Part facilitated 50 sessions



and supported 34 families to access different activities . During the course of the year approximately 500 children attended Moving and Groovingand the Christmas Party is always a huge success!

Escape Social Nights

The social nights run by Taking Part continue to be as popular as ever and see new people attending year on year – all having a fantastic time.



During 2016/2017 we ran 21 social nights; at The Hive we had **418** attendees for the year and at the Buttermarket we had **550** attendees for the year.

Training

Client Training We have continued to support vulnerable individuals to receive a wide range of training during this year.



Taking Part Experts by Experience are very proud to have taken part in the making of a film and the creation of a card to explain the Mental Capacity Act (MCA) with SCIE and Shropshire Joint Training. Both pieces of work have received national recognition endorsed by Baroness Finlay – National lead for MCA.

Both can be found by viewing www.SCIE.org.uk/mca/introductions/using-mental-capacity

Mental Capacity Act 2005

- 1, 2 & 3 are all about me
- 4 & 5 you do with me if I lack capacity.

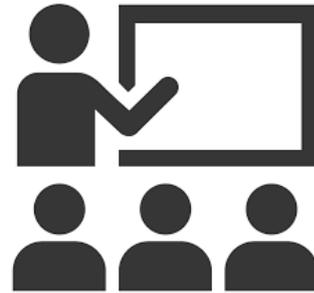
Shropshire Council

5 rules for supporting me

- 1 Think I can make a decision
- 2 Do all they can to help me make a decision
- 3 Understand I can make a decision others may disagree with as long as I understand what I am doing
- 4 Use a best interest checklist for me if I can't make a decision
- 5 Check the decision made does not stop my freedom more than needed

Staff Training

Taking Part have made great strides in making sure that all their training is up to date; this includes Section 42 Enquiry training, Safeguarding training, Data Protection, Alzheimer's Awareness and Care and Treatment Review training to name but a few.



Independent Advocacy qualifications were achieved by three members of staff and one member of staff successfully achieved a certificate in Leadership and Management attending five sessions.



Staff Team



sessional workers who make Taking Part as successful as it is.

Our staff team has changed during this year. Whilst three members left the organisation to further their careers in different fields of work, we also welcomed four new contracted members.

We also have a few

Our team make up is now as follows:-

Taking Part Staffing Structure

Trustees

| | |
|-----------|-------------------|
| Chair | Christine Corbett |
| Secretary | Susan Godfrey |
| Trustee | John Godfrey |
| Trustee | Peter Simons |

Taking Part Contracted Staff

| | |
|--------------------------------------|----------------|
| Chief Executive Officer | Julie Mellor |
| Shropshire Advocate | Fiona Williams |
| Shropshire Advocate | Diana Morgan |
| Shropshire Advocate | Michelle Evans |
| Shropshire Advocate | Tash Gilmore |
| Shropshire Advocate | Keith Billson |
| Telford Advocate | Keith Billson |
| Telford Information & Advice Officer | Beth Brooker |

Sessional Members of Staff

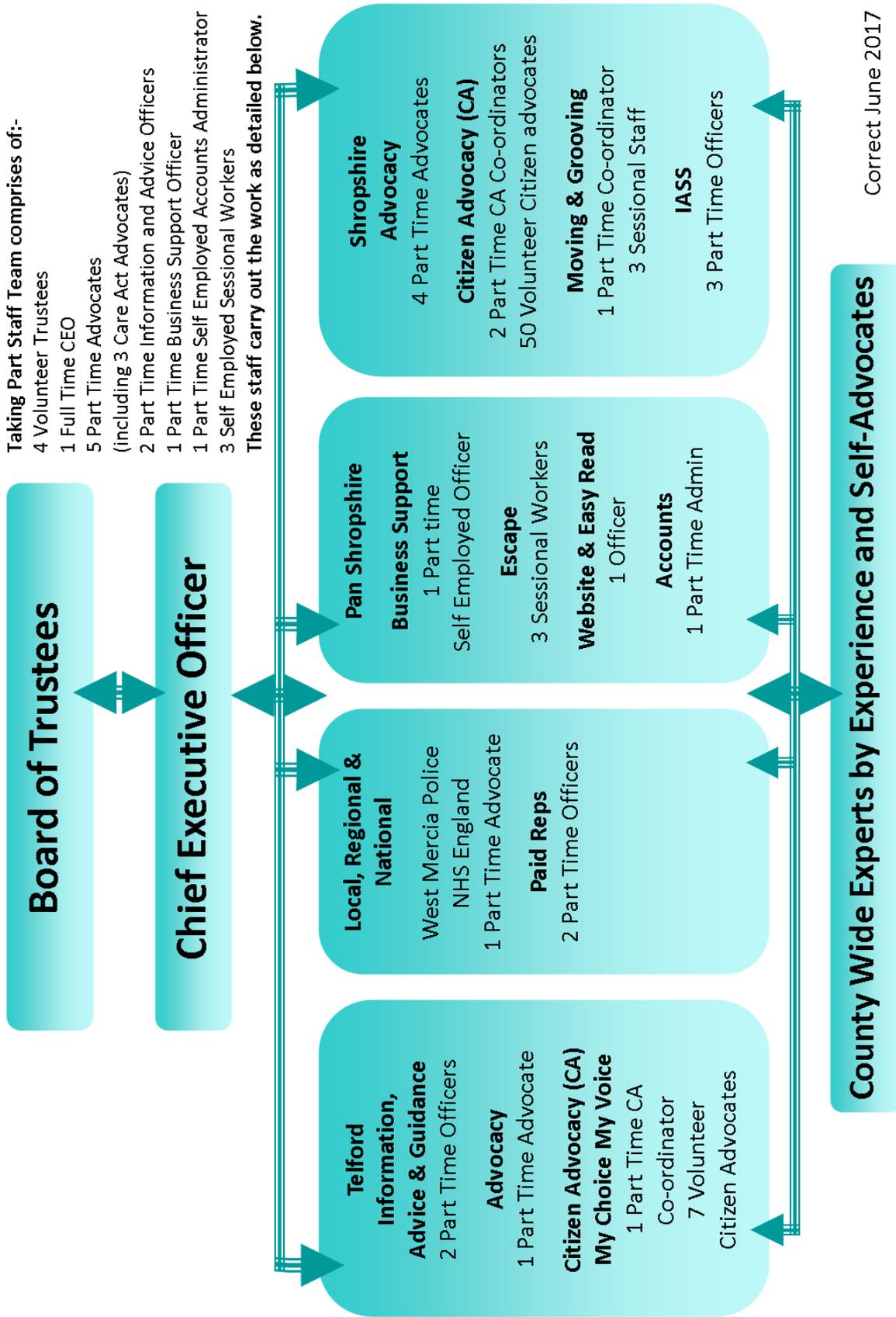
| | |
|---------------------------|-------------------|
| Business Support Officer | Gill Edmunds |
| Accounts Administrator | Kim Robbins |
| Social Night Co Ordinator | Jamila Thomas |
| Support Worker | Hollie Williamson |
| Support Worker | Sheila Hill |

Professional Advisors

| | |
|-----------------------|-------------------------------|
| Solicitors | Wace Morgan, Shrewsbury |
| Independent Examiners | Phillips Accountants, Telford |

Staff Chart

Taking Part Staff Team comprises of:-
 4 Volunteer Trustees
 1 Full Time CEO
 5 Part Time Advocates
 (including 3 Care Act Advocates)
 2 Part Time Information and Advice Officers
 1 Part Time Business Support Officer
 1 Part Time Self Employed Accounts Administrator
 3 Self Employed Sessional Workers
These staff carry out the work as detailed below.



Correct June 2017

Social Media



Website

During 2016-2017 we had 14,605 website visits.

You can find us at www.takingpart.co.uk



facebook

Facebook

We have 320 'Likes'

If you are on Facebook, visit our page and give us a like!

www.facebook.com/takingpart

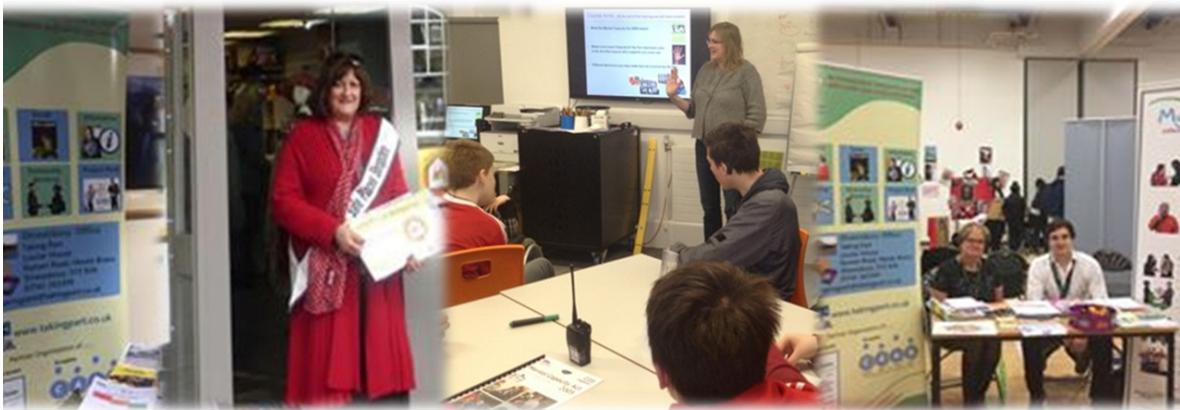


Twitter

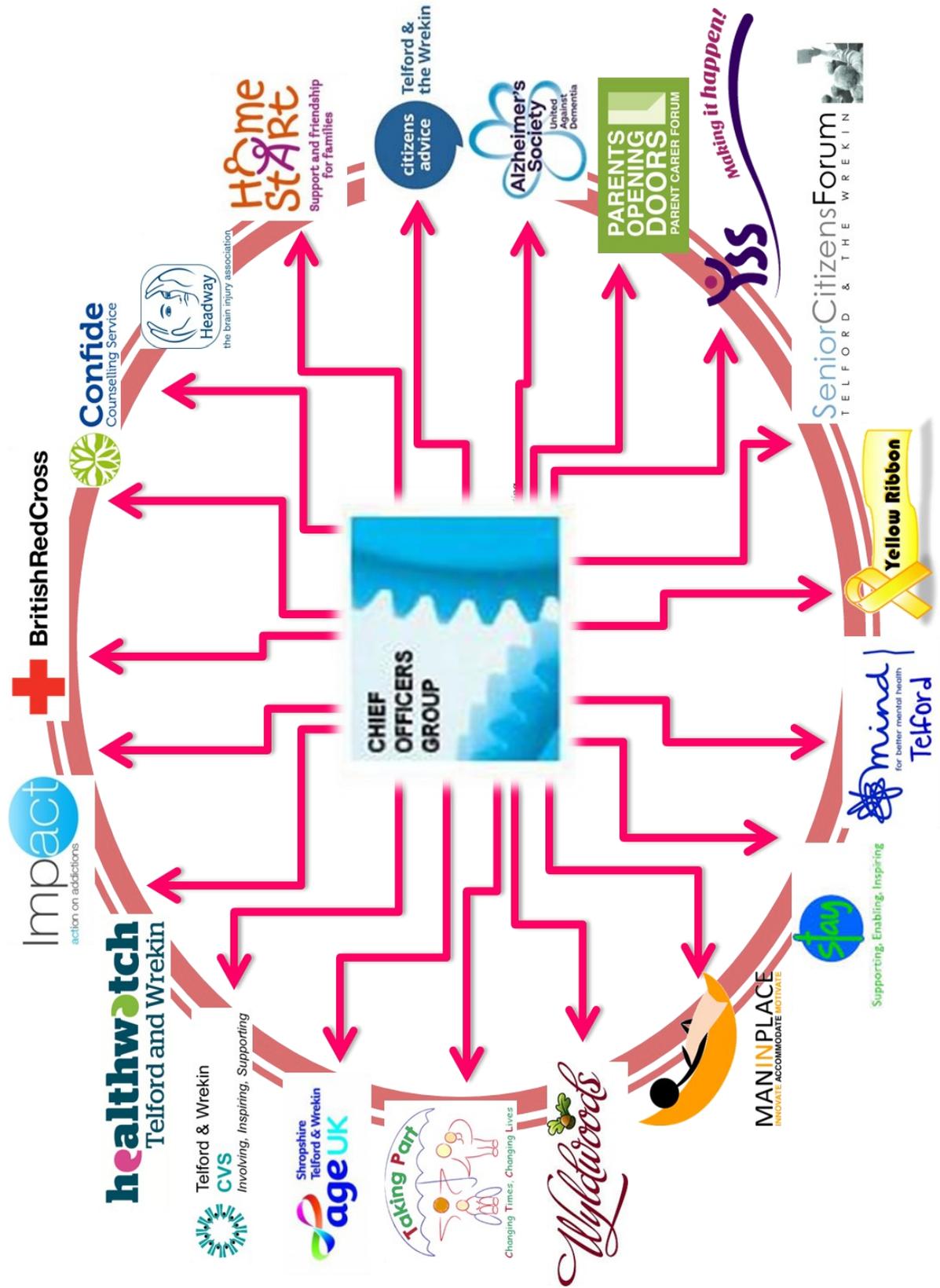
On Twitter we have 552 followers.

Find us at

www.twitter.com/takingpart



Chief Officers Group



Accounts

Taking Part

Statement of Financial Activities

For the period 1st April 2015 to 31st March 2016



| | Unrestricted Money £ | Restricted Money £ | 2016 £ | 2015 £ |
|--|----------------------------|--------------------------|----------------|----------------|
| Incoming resources from charitable activities | | | | |
| Grants and contracts | 210,821 | - | 210,821 | 258,745 |
| Total incoming resources | 210,821 | - | 210,821 | 258,745 |
| Resources expended | | | | |
| Charitable activities | 201,386 | - | 201,386 | 209,752 |
| Total resources expended | 201,386 | - | 201,386 | 209,752 |
| Net incoming resources | 9,435 | - | 9,435 | 48,993 |



Changing Times, Changing Lives

Taking Part

Reserves Policy

Use of Taking Part Reserves/Carry Forward money

General funds are unrestricted funds which are available for the use at the discretion of the Trustees in furtherance of the general objectives of the charity and which have not been designated for other purposes.

Designated funds comprise unrestricted funds that have been set aside by Trustees for particular purposes.

Reserves will be used to continue with the running of the service until other funds are obtained in the case of future lost income from statutory sources.

Funds in reserves will have to take into consideration payments required for staff redundancies and expenditure associated with the closure of the service if further funding is not forthcoming in the future. This expenditure will all be overseen by the board of Trustees.

The charity is a company limited by guarantee and has no share capital. In the event of the charity being wound up, the liability in respect of the guarantee is limited.

Charity Manager

A message from the Julie Mellor



Another year, another hair colour and style for me! This year has provided me with more challenges and, I am proud to say, many successes. It is hard to believe that I have now been with Taking Part since

2002 – the organisation has changed so much and we are providing so much more than advocacy for vulnerable clients.

This year's Annual Report contains a snapshot of the work we have done – focusing on the highlights and main areas of work.

Each year, I am amazed at what we do, achieve and progress, as well as the volume of work we undertake for such a small team.

I am very proud of how we have grown and developed over the years – always changing to meet demand and changing lives of the people we support. I am even prouder of the strong, dedicated and diverse staff team we have at Taking Part – everyone - our many volunteers, Trustees, and Experts by Experience.

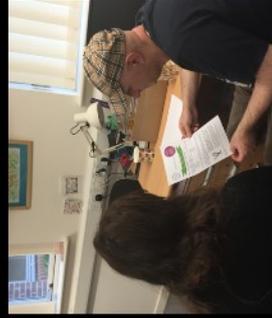


As CEO, I represent Taking Part and the voluntary sector organisations that we work in partnership with at many, many forums including Shropshire VCSA, Shropshire Forum of Interest and Telford & Wrekin Chief Officers Group, Care and Provider Forums – to name but a few. The work that we continue to do with health colleagues and services intensifies as we take Annual Health Checks, Patient Passports, Learning Disability Mortality Review and Transforming Care Programmes forward.

Our collaborative work with other voluntary sector organisations grows from strength to strength and really helps the preventative agenda, reducing demands on statutory services and helping clients make informed choices about their lives and lifestyles.

**Taking Part really is about changing times;
changing lives!**





Taking Part

mind
For Older People

Taking Part supports the principles of Well-being

Escape Christmas Party!

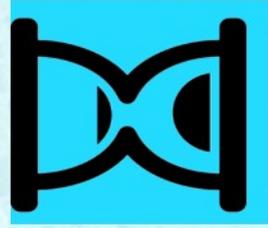
6th December 2017

The Hive
15 Belmont, Shrewsbury
SY1 1TE
7 - 9.30 pm

£3 entry

www.takingpart.co.uk
01952 597434





8,700hrs

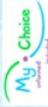
over

Number of direct support in 2016-2017

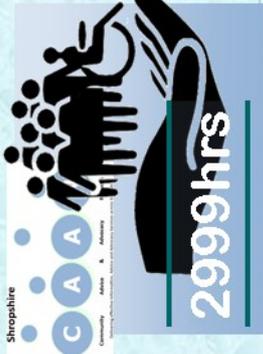


£ PAID

6704hrs



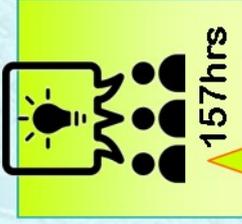
2928hrs



2999hrs



160hrs



157hrs

Taking Part



200hrs

50hrs



18

27



150hrs

Volunteers

492hrs

Peer Advocates

1511hrs

Number people Taking Part has supported in 2016-2017

Over 4,000





Changing Times; Changing Lives

Independent Service for people with
Health and Social Care needs in Shropshire
including Telford & Wrekin

Taking Part: www.takingpart.co.uk



Office

Louise House
Roman Road
Shrewsbury
SY3 9JN



Telephone: 01743 363399

Email: takingpart@takingpart.co.uk

facebook

www.facebook.com/takingpart



twitter

www.twitter.com/takingpart

Registered Charity Number: 1092033

Company Registration Number: 04362949